MITEL

3300 | Integrated Communications Platform

# 3300 CITELlink Gateway for Meridian 1 Series Phones

## M2006 Phone User Guide

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3300 Integrated Communications Platform
M2006 Phone User Guide

Release 5.2
December 2004

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# About Your Phone

The Mitel® 3300 CITELlink Gateway allows your Nortel Networks™ Meridian 1 phone to work on a Mitel 3300 Integrated Communications Platform (3300 ICP).

When used with a 3300 ICP, your M2006 phone has seven fixed-function keys (**TRANSFER**, **CANCEL** (Rls), **HOLD**, **DOWN ARROW**, **>>>** (**Volume Up**), **<<<** (**Volume Down**) and four personal keys. Key 3 (see illustration below) is always your Prime Line; the remaining personal keys can be programmed as:

- Features keys (for example, Swap). Only the administrator can program feature keys.
- Speed Call keys. You can program speed call keys from your phone.
- Line Appearances. Only the administrator can program line appearances.

## Phone buttons

| Button Number | Description |
|---|---|
| 1 | Cancel |
| 2 | Hold |
| 3 | Prime Line |
| 4, 5, 6 | Personal Keys |
| 7 | Transfer |
| 8 | Message |
| 9 | Message indicator |

## Phone status indicators

| When line is | the indicator is |
|---|---|
| Idle | Off |
| Busy | On |
| Ringing | Flashing slowly |
| On hold at your set | Flashing rapidly |

| | |
|---|---|
| On Hold at another set | Flashing rapidly |

## Conventions

The following conventions are used in this user guide:

- Fixed-function keys are identified by bold uppercase letters (for example, **TRANSFER**).
- Text that appears on the display is identified by double quotes (for example, "Language?").

## Using Your Meridian 1 Phone with the 3300 CITELlink Gateway

Please note the following differences in the way your phone now operates:

- Some features require you to dial a **feature access code**. You can use feature access codes whenever you have dial tone. The feature access codes in this user guide may be different from the ones programmed in your system. Ask your Administrator for the list of feature access codes you can use.
- When you have a message, the message indicator is lit. You may also have stutter dial tone (if this has been configured by your administrator).
- You do not need to select a line before dialing a number. See On-hook Dialing on page 10 for more information.

# Tips for Your Comfort and Safety

## Don't cradle the handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder.

## Protect your hearing

Your phone has a control for adjusting the volume of the handset receiver. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

# Customizing Your Phone

## Ringer Control

To adjust the Ringer Volume while the phone is ringing:

- Press **<<<** or **>>>.**

## Handset Receiver Volume Control

To adjust the Handset Receiver Volume when you are using the handset:

- Press **<<<** or **>>>**.

# Making and Answering Calls

## Make a call

1. Lift the handset.
2. If you want to use a Non-Prime Line, press a Line Appearance key.
3. Do one of the following:
   - Dial the number.
   - Press a Speed Call key.

## Answer a call

- Lift the handset.

  - or -

  Press the flashing Line appearance key and lift the handset.

## Redial

### To redial the last number that you manually dialed:

1. Lift the handset.
2. Dial ***01**.

## Redial - Saved Number

### To save the last number that you manually dialed:

1. Lift the handset.
2. Dial ****79**.

### To Redial a saved number:

1. Lift the handset.
2. Dial ***6***.

# Speed Call Keys

You may use Speed Call Keys to make a call or to send a string of digits during a call (press a Speed Call Key during a call to send a multi-digit password, for instance).

Note: Programming a Speed Call key deleted any previously programmed feature or speed call for that key.

## To dial a stored Speed Call number:

1. Lift the handset.
2. Press a Speed Call key.

## To store a Speed Call number:

1. Press **SUPERKEY**.
2. Press a personal key that isn't a line appearance key.
3. Press ***** (Change).
4. Press ***** (Yes).
5. Do one of the following:
   - To enter a new number, dial the number. Press **HOLD** between digits to create a pause during dialing; press **HOLD** more than once to lengthen the pause.
   - To enter a trunk flash, press **TRANSFER**. (See Trunk Flash on page 19 for more information about the use of this feature.)
6. Press ***** (Save).
7. Press the selected personal key.
8. If you want to make the number private, press ***** (Yes). Otherwise, press # (No).
9. Press **SUPERKEY** to exit, or press a personal key to program another speed call number.

# Speed Call - Personal

Note: Personal Speed Call lists must be configured by the Administrator.

## To store a personal Speed Call number:

1. Lift the handset.
2. Dial **67**.
3. Enter an index number between **00** and **09**.
4. Dial the number to be stored.
5. Hang up.

### To dial a stored personal Speed Call number:

1. Lift the handset.
2. Dial **58**.
3. Enter an index number between **00** and **09**.

## On-Hook Dialing

### To dial without lifting the handset:

1. Dial the number.
2. Lift the handset.

# Call Handling

## Hold

### To place a call on hold:

- Press **HOLD**.

### To retrieve a call from Hold:

1. Lift the handset.
2. Press **HOLD**.

### To retrieve a call from Hold at another station:

- Dial ****1** and the number of the station that placed the call on Hold.

## Transfer

### To Transfer an active call:

1. Press **TRANSFER**.
2. Dial the number of the third party.
3. Do one of the following:
   - To complete the Transfer, hang up.
   - To announce the Transfer, wait for an answer, consult, and hang up.
   - To cancel the Transfer, press **CANCEL**.

## Conference

### To form a Conference when a two-party call is already in place, or to add another party to an existing Conference:

1. Press **TRANSFER**.
2. Dial the number of the next party.
3. Wait for an answer.
4. Press **TRANSFER**.

### To leave a Conference:

- Hang up.

# Conference Split

### To Split a Conference and speak privately with the original party:

1. Press **TRANSFER**.
2. Dial ***41**.

### To return to the conference call:

- Press **TRANSFER**.

# Call Forward

Call Forward lets you redirect incoming calls to an alternate number. Always redirects all incoming calls regardless of the state of your phone. Busy-Internal redirects internal calls when your phone is busy, and Busy-External redirects external calls when your phone is busy. No Answer-Internal redirects internal calls after several rings if you don't answer, and No Answer-External redirects external calls after several rings if you don't answer.

Note: For information about "I Am Here?", see Call Forward - Remote on page 13.

### To program Call Forward:

Programming a feature using SUPERKEY without a display is problematic at best, since the list of available features depends on which ones are enabled in the user's Class of Service. In addition, there is no way to know whether the feature is enabled or disabled (for example, enabling and disabling Call Forward is a toggle function).

1. Lift the handset.
2. Do one of the following:
   - To program Call Forward Always, dial ***1***.
   - To program Call Forward Busy-All Calls, dial ****70**.
   - To program Call Forward Busy-Internal, dial **63**.
   - To program Call Forward Busy-External, dial **62**.
   - To program Call Forward No Answer-All Calls, dial ****71**.
   - To program Call Forward No Answer-Internal, dial **65**.
   - To program Call Forward No Answer-External, dial **66**.
3. Dial the destination number.
4. Hang up.

### To cancel Call Forward settings:

1. Lift the handset.
2. Do one of the following:
   - To cancel Call Forward Busy (internal and/or external), dial ****72**.
   - To cancel Call Forward No Answer (internal and/or external), dial ****74**.

- To cancel all Call Forward settings, dial **##88**.

3. Hang up.

## Call Forward - Remote

### To forward calls from a remote station to your current location:

1. Lift the handset.
2. Dial ****8**.
3. Dial the extension of the remote extension.
4. Hang up.

### To cancel Call Forward - Remote from the station that set the remote forwarding:

1. Lift the handset.
2. Dial ****77**.
3. Dial the extension of the remote station.
4. Hang up.

### To cancel Call Forward - Remote from the station that was forwarded:

1. Lift the handset.
2. Dial **#8**.
3. Hang up.

## Call Forward - End Chaining

### To ensure that calls do not get forwarded again by the destination number:

1. Lift the handset.
2. Dial **64**.
3. Hang up.

### To again allow calls to be forwarded by the destination number:

1. Lift the handset.
2. Dial ****73**.
3. Hang up.

# Call Forward - Override

## To override Call Forward and ring a station:

1. Lift the handset.
2. Dial ***1***.
3. Dial the extension number.

# Messaging - Callback

## To leave a Callback Message on a phone when you hear busy or ringback tone:

- Press **MESSAGE**.

## To respond to a message waiting condition on your phone:

1. Press **MESSAGE**.
2. Do one of the following:
   - To call the message sender, press **#** (Call).
   - To erase the message, press ***** (Erase).

## To answer a Callback:

- Lift the handset.

# Messaging - Cancel Callback

## To cancel a Callback:

1. Lift the handset.
2. Dial ***1#**.
3. Dial the number of the called station.
4. Hang up.

# Messaging - Cancel All Callbacks

## To cancel all Callbacks:

1. Lift the handset.
2. Dial #**1**.
3. Hang up.

# Using Advanced Features

## Account Codes

### To use Forced Account Codes:

1. Lift the handset.
2. Dial the Account Code digits.
3. Press #.

### To enter an Account Code during a call:

1. Press **TRANSFER**.
2. Press ****3**.
3. Dial the Account Code digits.
4. Press # (Save).
5. Press **CANCEL**.

## Call Park

### To retrieve a call parked by the attendant:

1. Lift the handset.
2. Dial ***23**.
3. Dial the console ID and the Hold Slot number.

## Call Pickup

### To answer a call that is ringing at another station in your Pickup Group:

1. Lift the handset.
2. Press ***6**.

### To answer a call that is ringing at a station not in your Pickup Group:

1. Lift the handset.
2. Dial ****6**.
3. Dial the number of the ringing station.

# Campon

### To Campon to a busy station:

- Dial **3** or wait for the time-out period to expire.

### To retrieve a call when you hear Campon tone:

- Depress the hookswitch momentarily, and then dial ***3**. The current call is put on hold and you are connected to the waiting call.

# Do Not Disturb

### To activate or deactivate Do Not Disturb:

1. Lift the handset.
2. Do one of the following:
   - To activate Do Not Disturb, dial ***5**.
   - To deactivate Do Not Disturb, dial **#5**.
3. Hang up.

### To activate Do Not Disturb from a remote station:

1. Lift handset.
2. Dial ****5**.
3. Dial the number of the station to which Do Not Disturb is to apply.
4. Hang up.

### To deactivate Do Not Disturb from a remote station:

1. Lift handset.
2. Dial **##5**.
3. Dial the number of the station with Do Not Disturb activated.
4. Hang up.

# Override

### To use Override when you encounter busy or DND tone:

- Dial **2**.

# Paging

### To use Paging:

1. Lift handset.
2. Press ****9**.
3. Dial the Paging zone number (if required).
4. Make the announcement.

# Direct Paging

Direct Paging allows you to page a party through their phone speaker. If the paged party has Off-Hook Voice Announce enabled, the page will be heard even when the party is on a handset call.

### To page a party:

1. Lift the handset.
2. Press ***37**.
3. Dial the extension number.
4. Speak to the dialed party after the tone.

### To answer a Direct Page (indicated by a single burst of tone):

- Lift the handset.

# Group Paging / Meet Me Answer

Group Paging allows you to page a group of telephones through their built-in speakers. You can belong to as many as three paging groups with one group designated as your “prime” group.

When you need to respond to a Group Page but don't know the identity or extension number of the paging party, use the Meet Me Answer feature. You have up to 15 minutes after receiving the page to use Meet Me Answer.

### To make a Group Page:

1. Lift the handset.
2. Dial ***37**.
3. Do one of the following:
    - To page your prime page group, press #.
    - To page a specific page group, dial the page group directory number.
4. Speak to the dialed party after the tone.

### To respond to a Group Page by using Meet Me Answer:

1. Lift the handset.
2. Dial ***88**.
3. Do one of the following:
   - To respond to a page from your prime page group, press #.
   - To respond to a page from a specific page group, dial the page group directory number.

## Trunk Flash

The Trunk Flash feature allows you to access Centrex features (if available) while you are talking on an outside call.

### To flash a trunk while talking on an outside call:

1. Press **TRANSFER**.
2. Dial ***57** for a single flash or ***56** for a double flash.
3. Wait for dial tone.
4. Dial the Centrex feature access code.

## Tag Call

Tag Call allows you to "tag" any threatening call that you receive. Using this tag, your system administrator can identify the source of the malicious call and provide this information to appropriate personnel or authorities. You can only tag calls during an active two-party call.

**Note:** Tagging a call unnecessarily may result in fines or other penalties.

### To tag a malicious call:

1. Press **TRANSFER**.
2. Dial ***55**.

If the call was successfully tagged "Thank You" is shown on the display; otherwise, "Not Allowed" is displayed.